

Complaint about childcare provision

Ref: 2589090/4765649

Date: 27 April 2021

Summary of outcome

On 20 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 6 May 2021:

- ensure that the safeguarding policy includes an explanation of the action to be taken in the event of an allegation being made against a member of staff. Train staff with designated safeguarding roles to understand the correct procedures for dealing with an allegation against a member of staff
- take all reasonable steps to ensure staff and children are not exposed to risks. Identify any aspects of the environment that need to be checked on a regular basis, by whom and how the risk will be removed or minimised
- improve all forms of communication with parents and/or carers to ensure they are fully updated to all matters pertaining to their child and the running of the nursery
- ensure that confidential information and records about staff and children is held securely and only accessible and available to those who have a right or professional need to see them. Providers must be aware of their responsibilities under the Data Protection Act (DPA) 1989 and where relevant the Freedom of Information Act 2000
- ensure that all areas used for the preparation or serving of food are clean and hygienic
- keep a written record each time a medicine is administered to a child.

We will monitor the provider's response to ensure the actions are successfully completed.

A monitoring visit was carried out on 7 May 2021. The provider has met the above actions.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).